

***Youth Services Survey for Families  
(YSS-Families)***

***Superior Region Summary Report  
for the  
November 2003 Data Collection Period  
CHILDREN & YOUTH PERFORMANCE OUTCOMES***



**Broad-Based Evaluation  
Consumer Perception Survey**

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**Purpose of this report**

*The purpose of this report is to provide performance outcomes data on consumer satisfaction as measured by the items from the 21-item Youth Services Survey for Families (YSS-Families). This report is a REGIONAL summary of the YSS-Families (see Attachment A) data that were collected by the California State Department of Mental Health during the November 3-17, 2003 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County reports that are similar to this REGIONAL report can be downloaded from each county's Information Technology Web Services (ITWS) folder, which can be accessed by authorized ITWS users at <https://mhitws.cahwnet.gov/>.*

## Consumer Demographic & Descriptive Items

### Summary Report

The following tables highlight demographic items that were collected on the YSS-Families, as well as several additional descriptive items, that were reported by consumers who received services during the November 3-17, 2003, survey period and reflect aggregated REGIONAL data. Results of YSS-Families consumer-completed items are highlighted in yellow (missing data are highlighted in green), and exclude surveys that had all 21 items missing on the YSS-Families portion of the survey. **Out of 912 Superior Region YSS-Families Surveys submitted, a total of 841 had valid data.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (SUPERIOR REGION)**

A total of 912 YSS-Families Surveys were submitted for the Superior Region.

**REGION**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Superior Region	912	100.0	100.0	100.0

**GENDER**

For the consumers who responded to the question – “What is your child’s gender?” – 40.3% identified their child as being Female and 59.7% identified their child as being Male. Additionally, 5.2% of the consumers did not respond to this item.

**What is your child's gender?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	321	38.2	40.3	40.3
Male	476	56.6	59.7	100.0
Total	797	94.8	100.0	
Missing 9	44	5.2		
Total	841	100.0		

**AGE CATEGORY**

For the consumers who responded to the question – “What is your child’s date of birth” – 8.0% were under age 5, 18.8% were aged 5-8, 34.9% were aged 9-12, 16.5% were aged 13-14, 18.9% were aged 15-17 and 3.0% were over age 18. Additionally, 12.0% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 5	59	7.0	8.0	8.0
	5-8	139	16.5	18.8	26.8
	9-12	258	30.7	34.9	61.6
	13-14	122	14.5	16.5	78.1
	15-17	140	16.6	18.9	97.0
	18+	22	2.6	3.0	100.0
	Total	740	88.0	100.0	
Missing	System	101	12.0		
Total		841	100.0		

**SERVICE LENGTH**

For the consumers who responded to the question – “How long has your child received services here?” – 5.3% reported that it was their first visit; 8.6% reported that they had had more than one visit, but that they had received services for less than one month; 13.4% reported having received services for 1-2 months; 14.0% reported having received services for 3-5 months; 19.3% reported receiving services for 6 months to 1 year and 39.3% reported receiving services for more than one year. Additionally, 28.1% of the consumers did not respond to this item.

**How long has your child received services here?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	32	3.8	5.3	5.3
	> 1 visit, but < one month	52	6.2	8.6	13.9
	1 to 2 months	81	9.6	13.4	27.3
	3 to 5 months	85	10.1	14.0	41.3
	6 months to 1 year	117	13.9	19.3	60.7
	More than 1 year	238	28.3	39.3	100.0
	Total	605	71.9	100.0	
Missing		3	.4		
	9	233	27.7		
	Total	236	28.1		
Total		841	100.0		

**MEXICAN / HISPANIC / LATINO ORIGIN**

On the YSS-Families Survey, 14.4% of the consumers identified their child as being “of Mexican / Hispanic / Latino Origin.”

**Are either of the child's parents of Mexican / Hispanic / Latino origin?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	640	76.1	76.1	76.1
	Yes	121	14.4	14.4	90.5
	Unknown	80	9.5	9.5	100.0
	Total	841	100.0	100.0	

**ETHNICITY**

Consumers were permitted to identify as many ethnic categories as they felt were applicable; therefore, each ethnic category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each ethnic category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

On the YSS-Families Survey, 80.9% of the consumers identified their child as being “White / Caucasian.”

**Is your child's race White / Caucasian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	161	19.1	19.1	19.1
	Yes	680	80.9	80.9	100.0
	Total	841	100.0	100.0	

On the YSS-Families Survey, 5.7% of the consumers identified their child as being “Black / African American.”

**Is your child's race Black / African American?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	793	94.3	94.3	94.3
	Yes	48	5.7	5.7	100.0
	Total	841	100.0	100.0	

On the YSS-Families Survey, 1.5% of the consumers identified their child as being “Asian.”

**Is your child's race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	828	98.5	98.5	98.5
	Yes	13	1.5	1.5	100.0
	Total	841	100.0	100.0	

On the YSS-Families Survey, 13.3% of the consumers identified their child as being “American Indian / Alaskan Native.”

**Is your child's race American Indian / Alaskan Native?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	729	86.7	86.7	86.7
	Yes	112	13.3	13.3	100.0
	Total	841	100.0	100.0	

On the YSS-Families Survey, 1.0% of the consumers identified their child as being “Hawaiian / Other Pacific Islander.”

**Is your child's race Native Hawaiian / Other Pacific Islander?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	833	99.0	99.0	99.0
	Yes	8	1.0	1.0	100.0
	Total	841	100.0	100.0	

On the YSS-Families Survey, 9.3% of the consumers identified their child as being “Other.”

**Is your child's race Other?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	763	90.7	90.7	90.7
	Yes	78	9.3	9.3	100.0
	Total	841	100.0	100.0	

On the YSS-Families Survey, 1.2% of the consumers identified their child as being “Unknown.”

**Is your child's race Unknown?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	831	98.8	98.8	98.8
	Yes	10	1.2	1.2	100.0
	Total	841	100.0	100.0	

**LANGUAGE OF SURVEY**

On the YSS-Families Survey, 99.2% of the consumers responded using the English version of the YSS-Families Survey and 0.8% used the Spanish version. *Note: The YSS-Families Survey was only available in English and Spanish for the November 3-17, 2003, survey period.*

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	834	99.2	99.2	99.2
	Spanish	7	.8	.8	100.0
	Total	841	100.0	100.0	

**PREFERRED LANGUAGE**

On the YSS-Families Survey, 99.1% of the consumers responded that the services their child received were provided in his/her preferred language and 96.9% responded that written information was available in his/her preferred language. Additionally, 4.9% and 4.4% of the consumers did not respond to these items, respectively.

**Were the services your child received provided in the language he / she preferred?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7	.8	.9	.9
	Yes	793	94.3	99.1	100.0
	Total	800	95.1	100.0	
Missing	Unknown	41	4.9		
Total		841	100.0		

**Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	3.0	3.1	3.1
	Yes	779	92.6	96.9	100.0
	Total	804	95.6	100.0	
Missing	Unknown	37	4.4		
Total		841	100.0		

**JUVENILE JUSTICE SYSTEM INVOLVEMENT**

For the November 2003 survey period, 97.0% of the consumers reported that their child had NOT been arrested for any crimes in the month prior to completing the YSS-Families Survey. Additionally, 4.4% of the consumers did not respond to this item.

**In the past MONTH, how many times was your child arrested for any crimes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	780	92.7	97.0	97.0
	1 arrest	17	2.0	2.1	99.1
	2 arrests	3	.4	.4	99.5
	3 arrests	1	.1	.1	99.6
	4 or more arrests	3	.4	.4	100.0
	Total	804	95.6	100.0	
Missing	9	37	4.4		
Total		841	100.0		

**SCHOOL ATTENDANCE**

For the consumers who responded to the question – “How often was your child absent from school during the past month?” – 55.3% indicated 1 day or less, 12.6% indicated 2 days, 13.1% indicated 3-5 days, 3.4% indicated 6-10 days, 3.0% indicated more than 10 days, 4.1% did not remember and 8.6% indicated that the question did not apply to their child or that their child was not in school. Additionally, 4.5% of the consumers did not respond to this item.

**How often was your child absent from school during the past MONTH?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	444	52.8	55.3	55.3
	2 days	101	12.0	12.6	67.9
	3-5 days	105	12.5	13.1	80.9
	6-10 days	27	3.2	3.4	84.3
	More than 10 days	24	2.9	3.0	87.3
	Do not remember	33	3.9	4.1	91.4
	Not Applicable / Not In School	69	8.2	8.6	100.0
	Total	803	95.5	100.0	
Missing	9	38	4.5		
Total		841	100.0		

**ASSISTANCE COMPLETING SURVEY**

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Families Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

For the November 2003 survey period, 87.2% of the consumers responded that they did not need any help in completing the YSS-Families Survey.

**I did not need any help.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	108	12.8	12.8	12.8
	Yes	733	87.2	87.2	100.0
	Total	841	100.0	100.0	

For the November 2003 survey period, 1.1% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Families Survey.

**A mental health advocate / volunteer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	832	98.9	98.9	98.9
	Yes	9	1.1	1.1	100.0
	Total	841	100.0	100.0	

For the November 2003 survey period, 0.1% of the consumers responded that another mental health consumer helped them complete the YSS-Families Survey.

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	840	99.9	99.9	99.9
	Yes	1	.1	.1	100.0
	Total	841	100.0	100.0	



For the November 2003 survey period, 2.6% of the consumers responded that a member of their family helped them complete the YSS-Families Survey.

**A member of my family helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	819	97.4	97.4	97.4
	Yes	22	2.6	2.6	100.0
	Total	841	100.0	100.0	

For the November 2003 survey period, 1.0% of the consumers responded that a professional interviewer helped them complete the YSS-Families Survey.

**A professional interviewer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	833	99.0	99.0	99.0
	Yes	8	1.0	1.0	100.0
	Total	841	100.0	100.0	

For the November 2003 survey period, 3.0% of the consumers responded that a clinician / case manager helped them complete the YSS-Families Survey.

**My clinician / case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	816	97.0	97.0	97.0
	Yes	25	3.0	3.0	100.0
	Total	841	100.0	100.0	

For the November 2003 survey period, 1.7% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Families Survey.

**A staff member other than my clinician or case manager helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	827	98.3	98.3	98.3
	Yes	14	1.7	1.7	100.0
	Total	841	100.0	100.0	

For the November 2003 survey period, 0.8% of the consumers responded that someone else helped them complete the YSS-Families Survey.

**Someone else helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	834	99.2	99.2	99.2
	Yes	7	.8	.8	100.0
	Total	841	100.0	100.0	

**REASON WHY SURVEY NOT COMPLETED (*if applicable*)**

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete a YSS-Families Survey. Of those consumers who were expected to complete a YSS-Families Survey, but did not, 25.4% of the consumers were reported to have Refused to complete the survey, 7.5% were reported to have an Impairment, 7.5% did not have a survey available in their Language and 59.7% were marked as having an “Other” reason for not completing the survey. Additionally, 5.6% of the YSS-Families Surveys were missing a “Reason” response.

**If the instrument is not completed, the PRIMARY reason must be indicated.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	17	23.9	25.4	25.4
	Impairment	5	7.0	7.5	32.8
	Language	5	7.0	7.5	40.3
	Other	40	56.3	59.7	100.0
	Total	67	94.4	100.0	
Missing		4	5.6		
Total		71	100.0		

## Youth Services Survey for Youth (YSS)

### *Summary Report*

#### **About the Youth Services Survey for Youth (YSS-Families)**

The YSS-Families is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Families was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program ([www.mhsip.org](http://www.mhsip.org)), and included the direct assistance and feedback of consumers and their families, as well as advocates for mental health services. The YSS-Families is currently used in a number of states across the United States.

It is important to remember that the ratings on the YSS-Families represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Families provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Families portion of the November 2003 YSS-Families Survey. The YSS-Families items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Families subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, an overall scale score over 3.5 indicates that consumers were satisfied.

Additionally, the average scores for each of the YSS-Families subscales are also reported below.

For the tables reflecting categorical groupings of the YSS-Families averages and the YSS-Families subscale averages, total frequencies may differ depending on how well consumers completed the items on the YSS-Families Survey that comprised each scale's calculation. Averages were only calculated for those YSS-Families Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing). The results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

**PERCEPTION OF ACCESS TO SERVICES**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 38.3% reported that they were Very Satisfied, 47.1% reported they were Satisfied, 11.7% were Neutral, 2.1% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, 2.0% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Access to Services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	7	.8	.8	.8
	Somewhat Dissatisfied	17	2.0	2.1	2.9
	Neutral	96	11.4	11.7	14.6
	Satisfied	388	46.1	47.1	61.7
	Very Satisfied	316	37.6	38.3	100.0
	Total	824	98.0	100.0	
Missing	System	17	2.0		
Total		841	100.0		

**PERCEPTION OF CULTURAL SENSITIVITY**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 51.1% reported that they were Very Satisfied, 44.6% reported they were Satisfied, 3.6% were Neutral, 0.0% were Somewhat Dissatisfied and 0.7% were Dissatisfied. Additionally, 17.1% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Cultural Sensitivity**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	5	.6	.7	.7
	Neutral	25	3.0	3.6	4.3
	Satisfied	311	37.0	44.6	48.9
	Very Satisfied	356	42.3	51.1	100.0
	Total	697	82.9	100.0	
Missing	System	144	17.1		
Total		841	100.0		

**PERCEPTION OF TREATMENT PLANNING**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Treatment Planning” subscale, 38.8% reported that they were Very Satisfied, 50.2% reported they were Satisfied, 8.9% were Neutral, 1.6% were Somewhat Dissatisfied and 0.5% were Dissatisfied. Additionally, 3.8% of the data on this subscale had at least 1/3 of the items missing.

**Perception of Participation of Treatment Planning**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	4	.5	.5	.5
	Somewhat Dissatisfied	13	1.5	1.6	2.1
	Neutral	72	8.6	8.9	11.0
	Satisfied	406	48.3	50.2	61.2
	Very Satisfied	314	37.3	38.8	100.0
	Total	809	96.2	100.0	
Missing	System	32	3.8		
Total		841	100.0		

**OUTCOMES**

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 18.2% reported that they were Very Satisfied, 43.9% reported they were Satisfied, 28.5% were Neutral, 8.2% were Somewhat Dissatisfied and 1.3% were Dissatisfied. Additionally, 5.7% of the data on this subscale had at least 1/3 of the items missing.

**Outcomes**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	10	1.2	1.3	1.3
	Somewhat Dissatisfied	65	7.7	8.2	9.5
	Neutral	226	26.9	28.5	38.0
	Satisfied	348	41.4	43.9	81.8
	Very Satisfied	144	17.1	18.2	100.0
	Total	793	94.3	100.0	
Missing	System	48	5.7		
Total		841	100.0		

**GENERAL SATISFACTION**

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 37.7% reported that they were Very Satisfied, 46.9% reported they were Satisfied, 12.3% were Neutral, 2.1% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, 2.7% of the data on this subscale had at least 1/3 of the items missing.

**General Satisfaction**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	8	1.0	1.0	1.0
	Somewhat Dissatisfied	17	2.0	2.1	3.1
	Neutral	101	12.0	12.3	15.4
	Satisfied	384	45.7	46.9	62.3
	Very Satisfied	308	36.6	37.7	100.0
	Total	818	97.3	100.0	
Missing	System	23	2.7		
Total		841	100.0		



**AVERAGE MHSIP SUBSCALE SCORES**

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with their family’s Access to Services (indicated by a subscale score of 4.30; 824 responses), the Cultural Sensitivity of their child’s treatment (indicated by a subscale score of 4.49; 697 responses), their family’s Participation in Treatment Planning (indicated by a subscale score of 4.25; 809 responses), their child’s Outcomes (indicated by a subscale score of 3.72; 793 responses) and were Generally Satisfied with their child’s services (indicated by a subscale score of 4.21; 818 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	824	1.00	5.00	4.30	.73
Average: Perception of Cultural Sensitivity	697	1.00	5.00	4.49	.59
Average: Perception of Participation in Treatment Planning	809	1.00	5.00	4.25	.67
Average: Outcomes	793	1.00	5.00	3.72	.83
Average: General Satisfaction	818	1.00	5.00	4.21	.73
Valid N (listwise)	641				

# YOUTH SERVICES SURVEY FOR FAMILIES\* (YSS-F)

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you or your child will receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** EXAMPLE: Correct ☐ Incorrect ☒  

**Approximately, how long has your child received services here?**

- ☐ This is my child's first visit here.
- ☐ My child has had more than one visit but has received services for less than one month.
- ☐ 1 - 2 Months
- ☐ 3 - 5 Months
- ☐ 6 months to 1 year
- ☐ More than 1 year

Please answer the following questions based on the **last 6 months** OR if services have not been received for 6 months, just give answers based on the services that have been received so far. Indicate if you **Strongly Disagree**, **Disagree**, are **Undecided**, **Agree**, or **Strongly Agree** with each of the statements below. If the question is about something you or your child have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply.

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my child's treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt my child had someone to talk to when he / she was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The services my child and / or family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious / spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural / ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

**As a result of the services my child and / or family received:**

[illegible]

22. Please provide comments here and /or on the back of this form, if needed.

We are interested in both positive and negative feedback.

*Continued on the Next Page...*

